



PROGRAM NEWS

This is a bi-monthly newsletter
and is downloadable from
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*A publication providing information
and items of interest to California
Healthy Families and Medi-Cal
Enrollment Entities, Certified
Application Assistants, families,
and participating plans.*

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If you have a story idea you would like
to share or comments about this
newsletter, please contact us.

EE/CAA Help Desk
1-800-279-5012

Email
hfnewsletter@maximus.com

Website
www.healthyfamilies.ca.gov

Kaiser Permanente Closed to New/Re-Enrollments

Effective February 1, 2007,
Kaiser Permanente Health Plan
is no longer available for NEW or
RE-ENROLLMENTS in Kern,
Orange, Riverside, San
Bernardino, and San Diego
Counties.

If an applicant requests Kaiser
Permanente and their child
resides in Kern, Orange,
Riverside, San Bernardino, or
San Diego County, they will be
asked to choose another health
plan. The new plan selection can
be submitted to the Healthy
Families Program (HFP) in
writing or over the telephone.
During this time, the HFP will
attempt to contact the applicant
for the new plan selection. If the
applicant does not respond in a
timely manner, the children will be
auto-assigned to the Community
Provider Plan. This applies to
NEW or RE-ENROLLMENTS
into the HFP. There is no impact
to children currently enrolled in
Kaiser Permanente.

Exceptions to the Kaiser
Permanente Cap:

1. If it is determined a child
should not have been
disenrolled, and a

reinstatement determination
is made, the child will be
reinstated into Kaiser.

2. If the applicant presents to
the HFP a "Kaiser Validation
Form," they will be allowed to
enroll into Kaiser even though
it may be closed for new
enrollment in their county.
"Kaiser Validation Forms"
are only issued from Kaiser
and cannot be obtained
through the HFP (e.g. - not on
website, etc.)
3. If a child is being added to an
existing case where the
health plan is Kaiser
Permanente, the newly
enrolled child, if found
eligible, will be allowed to
enroll in Kaiser Permanente.

The HFP Handbook will show
Kaiser as an available plan
selection, but Kaiser is no longer
available in Kern, Orange,
Riverside, San Bernardino, or
San Diego Counties. Kaiser
Permanente will remain closed
to new and re-enrollment until the
plan falls below the cap through
disenrollment. There is no
estimated date when Kaiser will
be available to new and re-
enrollment in the above counties.

An Easier Way to Pay Premiums

The Healthy Families Program (HFP) is currently working to offer an Internet accessible credit card payment method to all applicants. This payment method will offer both an option of making a one-time payment or setting up an automatic service to make the payments monthly.

The HFP already offers a credit card payment method via the phone for one-time payments. We will soon be offering a second phone number and website to use in setting up the automatic credit card payment method for those applicants who would like this service.

Applicants who sign up for the automatic credit card process through the website will be notified by email when their credit card is about to expire.

The HFP is working hard to make these new payment methods available as soon as possible! Please watch the HFP website at www.healthyfamilies.ca.gov for updates.

Enrollment Entity Locator

The Healthy Families Program (HFP) website provides contact information for all actively registered Enrollment Entities (EE) (unless the EE specifically chooses not to be listed). This EE locator function can be found on the HFP website through the "Finding an Application Assistant Near You" webpage at www.healthyfamilies.ca.gov/English/joining.html. On this webpage, one can enter in a zip code for a list of EEs within a three-mile range. The public can also use this list to find a Certified Application Assistant (CAA) in their area. CAAs may use this function to find an EE to work with in their area and event planners may use this list to find assistance with health fair events.

The EE locator should be monitored periodically by EEs to ensure the HFP has their most current contact information. If an update is needed, the Change of Information Form should be completed and submitted to the HFP. This form can be downloaded at www.healthyfamilies.ca.gov/English/caa/pdfs/EE_Change_Info_Form.pdf.

Premium No Longer Required with Application

The 2006/2007 California State Budget allows the Healthy Families Program (HFP) to enroll children without a premium payment with the initial application. This change allows the HFP to enroll children if the application is otherwise complete and is only missing a premium payment or the payment received is less than the family's actual monthly payment. Delays in children accessing services and the number of incomplete applications due to no premium payment should be greatly reduced by this new process.

The implementation of this new process includes changes to the eligibility process that allow a child

to be determined eligible without a premium prepayment. The applicant is then billed for the first full month premium during the next billing cycle.

This offers children the opportunity to screen to a no or low-cost program without committing funds that are later refunded and streamlines the eligibility process for the applicant.

The HFP is pleased to announce that this change has been successfully implemented! We look forward to enrolling more children more quickly than ever before!

Automatic & Alternate Assignment of Plans Process

On December 28, 2006, the Healthy Families Program (HFP) implemented a process called Automatic and Alternate Assignment of Plans. With the alternate plan assignment process, an application missing health, dental, and/or vision plan selections will still generate a letter and phone calls to the applicant requesting the missing information. However, if the missing plan selections are not received, the application will NOT be denied. Instead, the HFP will automatically assign plans for the eligible child(ren). Missing health plan selections will default to the Community Provider Health Plan in the county where the child resides. Children will be assigned dental and vision plans from those available in their county of residence through an equitable assignment process.

Please note that if the application is missing other required information, in addition to the plan selections, and this information is not provided within 20 calendar days, the application will still be denied.

Applicants will be notified in their welcome letter that plan selections have been assigned for the eligible child(ren) and that they have up to three months to transfer their child(ren) to another plan if they so choose. If a plan transfer is desired, the applicant may call 1-866-848-9166 to request a transfer over the phone or submit their request in writing to:

Healthy Families Program
Attention: Review Unit
P.O. Box 138010
Sacramento, CA 95813-8010

Continued in next column...

This new process is expected to increase the enrollment of members into the HFP by decreasing the number of applications denied for missing plan selection information.

Revised CAA Reference Manual

The Healthy Families Program (HFP) is revising the Certified Application Assistant (CAA) Reference Manual to include recent program changes and updated forms for the HFP. The current reference manual is located on the HFP website at www.healthyfamilies.ca.gov/English/caa/caa_ref_manual.htm. The revised reference manual will be available in March 2007.

The CAA Reference Manual is posted with 13 sections, a Table of Contents and Introduction, each listed separately for CAA convenience. The manual is utilized for initial CAA training and makes an excellent working reference guide. CAAs can open any of the titled sections to review such topics as "Family Size and Income Determination" or "Using Health-e-App." Many CAAs print the reference manual from the website and place it in a binder for daily use.

Future changes to the CAA Reference Manual will include the addition of a second Section 8 for the revised joint application (to be implemented in the near future—watch the HFP website and this newsletter for more information!). This section will include step-by-step instructions for completing a revised joint application. The current Section 8 will remain accessible for the continued use of the current joint application. Each of the Section 8 documents will be clearly titled to indicate which (the revised or the current) joint application it references.

Enrollment Entity Spotlight:

St. Francis Medical Center Health Benefits Resource Center (Lynwood) & Daughters of Charity Health Benefits Resource Centers (Hawthorne)

Successful outreach efforts are comprised of multiple steps such as identifying locations where parents can be informed and educated about Healthy Families, following up with families that are interested in learning more about the program, and initiating a trust based relationship with the family and organization. In addition, the following elements are essential parts of the process:

- Knowledge of Healthy Families Benefits
- Mission-oriented collaborators
- Marketing materials that are eye appealing and linguistically appropriate
- CAA-committed and friendly bilingual staff
- Understanding clients' needs and fears

St. Francis Medical Center's Health Benefits Resource Center in Lynwood and the Daughters of Charity Health Benefits Resource Center in Hawthorne have implemented the above strategy and have experienced positive outcomes by assisting over 700 families to apply for Healthy Families since July 2006. A key component in our mission of serving the sick poor — friendly bilingual CAAs focused on making a difference a family at a time.

Submitted by
Lydia Ramirez, Director
Daughters of Charity Ministry Services Corporation
Health Benefits Resource Management



Daughters of Charity Ministry Services Corporation



ST. FRANCIS
MEDICAL CENTER
our mission is life

2007 Open Enrollment Changes

Each year, the Healthy Families Program (HFP) allows members to change health, dental, or vision plans. This is called “**Open Enrollment.**” The Open Enrollment (OE) period begins on **April 15 and ends May 31.**

With the billing statements mailed in February and March, members will receive notification of the upcoming OE period. Then in the beginning of April, members will be sent an OE packet or an OE postcard, depending on their particular circumstances.

Members will receive a customized OE packet showing plan availability for their county if:

- They are required to make new plan selections because of changes in coverage areas for their current plans; or,
- Their premium is changing because they are enrolled in a health plan whose Community Plan Provider (CPP) status will change for 2007.

This packet will include a list of the health, dental, and vision plans that members can choose, as well as information to help with making those decisions.

Members will receive an OE postcard if their health, dental, and vision plans will still be available and their health plan’s CPP status is not changing in the upcoming benefit year. Members receiving postcards will still have the option of requesting a customized OE packet and changing their plans. Instructions for doing so are outlined on the OE postcard.

In addition to information provided via mail, health, dental, and vision plan information for the upcoming benefit year will be available on the HFP

website (www.healthyfamilies.ca.gov) at the beginning of April. Members may also download a Transfer Form directly from the HFP website.

It is very important for members to notify the HFP if they have moved so that they receive their OE materials. Members should inform the HFP of their new address by calling 1-888-439-4741.

Spotlight on Health-e-App Support: Jack Montes

In November 2004, Jack began his career with the Healthy Families Program (HFP) assisting applicants as a Customer Service Representative in the HFP Call Center. A year later, Jack was promoted to the EE/CAA Liaison Help Desk where he registered Enrollment Entities and assisted CAAs with training and program information. Currently, Jack provides support for Health-e-App (HeA) through the HeA Help Desk. In this role, he assists CAAs and EEs in trouble-shooting system issues and establishing and resetting passwords.



Jack is from Peru. He loves soccer and watches it every weekend. Jack and his girlfriend are raising a precious 21-month-old daughter, who is his princess. He spends most of his time with her and feels the experience of being a father is the best experience a man can have.

Welcome New & Returning HFP Enrollment Entities!

AGENCY RIVERA
ALFRED P RAMIREZ INSURANCE
ALONSO PROFESSIONAL SERVICES
ALTAMED HEALTH SERVICES CORPORATION
AMAZING HEALTH INSURANCE AGENCY
AMITY & ELITE INSURANCE SERVICES, INC.
APGAR BULLARD
AXAADVISORS
B INSURE INSURANCE & FINANCIAL SERVICES
BORREGO COMMUNITY HEALTH FOUNDATION
BOWERMASTER & ASSOCIATES INSURANCE AGENCY, INC.
BRIAN DURAN
BZB TAX & BUSINESS SERVICES
CAL CHOICE FAMILY PRACTICE
CCL FINANCIAL SERVICES INC
CHINESE HOSPITAL'S EXCELSIOR HEALTH SERVICES
CITY OF SANTA CLARITA COMMUNITY CENTER
CLIFFORD & BRADFORD INSURANCE AGENCY
COASTSIDE FAMILY MEDICAL CENTER
COMMUNITY ACTION OF VENTURA COUNTY, INC.
COMMUNITY ASSISTANCE NETWORK
CORINA HERNANDEZ
DEBRA M LAW
DEL NORTE CHILD CARE COUNCIL
DEL PASO INSURANCE SERVICES, INC
DIANE R. ADAMS INSURANCE AGENCY
DONG K KIM
DRIVE 4 LESS INSURANCE SERVICES
E T FINANCIAL NETWORK
EAST BAY PERINATAL COUNCIL
EMMANUEL OUTREACH MINISTRIES INC.
ERIC OSBORN
EUREKA PEDIATRICS
EXECUTIVE BENEFITS INSURANCE AGENCY, INC.
FAMILIES TOGETHER OF ORANGE COUNTY
GEORGE L. MEE MEMORIAL KING CITY CLINIC
GLOBAL HEALTH INSURANCE MARKETING INC.
GRAND MEDICAL GROUP, OBGYN INC.
GREENE INSURANCE & FINANCIAL
HAUGHEY INSURANCE AGENCY
HEALTH INSURANCE SERVICES
HIMATLAL K. PATEL
INSTITUTE FOR SOCIO-ECONOMIC JUSTICE AND PROGRESSIVE COMMUNITY DEVELOPMENT INC.
INSUREMYHEALTH, LLC
JAMES E. SAUNDRES, M.D., INC.
JANICE SOLIS INSURANCE SERVICES
JAY HOON LEE
JB INSURANCE SERVICES
JENNIFER MATSUMOTO
JIMMY JI ZHOU
JOSE A. PEREZ

JT KIA INSURANCE SERVICES
KEVIN S. REID INSURANCE SERVICES INC
LE INSURANCE AGENCY
LEONARD JOHN IRVING
LESLIE A. WILLIAMS INSURANCE SERVICES
LNA INSURANCE
MARIPOSA SAFE FAMILIES, INC.
MARTIN & ASSOCIATES
MEDICAL CENTRAL FAMILY CARE
MELISSA E. LEWIS
MENIFEE UNION SCHOOL DISTRICT
MESLEE INSURANCE SERVICES INC.
MINERVA LOBARBIO-BANARES, M.D.
MITRA YODIM
NANCY MILLER INSURANCE & FINANCIAL SERVICES, INC.
OCCUR
PATRIOT FINANCIAL SERVICES
PEDIATRICS AND ADOLESCENCE MEDICAL CENTER
PHOEBE P YGLESIAS
RALPH A. RILEY, INSURANCE ASSOCIATE
RANDY RANDAZZO
REDWOOD MEMORIAL HOSPITAL
ROBERT A HARDING
SAFIYA ROBINSON INSURANCE AGENCY
SANDRA MONTEON
SHARP HOSPICECARE
SHORTS-COPPO INSURANCE AGENCY, INC.
SMART BUSINESS RESOURCE CENTER
SOUTHEAST ASIAN COMMUNITY CENTER
THANH TRAN M.D. INC
THE FLORIAN FINANCIAL GROUP
TRIMMER INSURANCE SERVICES
TSUN TAO
TZ BENEFITS FINANCIAL & INSURANCE AGENCY
UCP OF CENTRAL CALIFORNIA
UNITI GLOBAL INSURANCE SERVICES
VISALIA UNIFIED SCHOOL DISTRICT
VUONG OPTOMETRY
WALKER INSURANCE AGENCY
WASHINGTON UNIFIED SCHOOL DISTRICT
WEAVER & ASSOCIATES
WEST KERN COMMUNITY COLLEGE DISTRICT
WICKHAM SMITH INSURANCE & FINANCIAL SERVICES, INC.
WILLIAM J. KING & ASSOCIATES INSURANCE SERVICES, INC.
WILLIAM LARRY MUNOZ
WOMEN'S CENTER - HIGH DESERT, INC.
WOODLAKE UNION ELEMENTARY
YOLIAN INSURANCE AGENCY
ZERVAT J. ASLANIAN

Welcome New & Returning Certified Application Assistants!

ANTONIO ACOSTA	SANDRA DELGADILLO	JISEL IGLESIAS	JUNG PARK
VANNESA ACU	ELIZABETH DELGADO	CHRISTINA JAGER	JOSE PEREZ
NORMA ACUNA	ELVIA DIAZ	JENNIFER JARQUIN	MELISSA PLANAS
PARVEEN AERY	TONY DIAZ	TAMARA JENKINSON	CESAR PONCE
SILVIA ALBAYATI	MARIZA DIMAS	KUM JONES	CYNTHIA PRENDIZ
RONALD ALBIZUREZ	ANNIE DOWNING	MISTY JONES	MELIDA RALDA
JESSICA ALVARADO	PATRICIA DUARTE	STUART KESSELL	ALFRED RAMIREZ
LUIS ALVARENGA	BRIAN DURAN	HELENA KY	YUKO RAMIREZ
FLOR ALVAREZ	EVA EMOEDI	MARIELA LARA RAMOS	RANDY RANDAZZO
VICTORIA ALWAYS	PATRICIA ENRIQUEZ	WENDY LARIZ-VALEROS	MARIAH REEVES
SUSAN ANG	MARIA ESCOBEDO	INSUNG LEE	KEVIN S REID
BARBARA	MELISSA ESPINOZA	RYAN LEE	CYNDY REMPEL
ANTONIO GIOVANNI	MARIA ESTRADA	EUNKYUNG LEE-CHA	IDANIA RESENDIZ
ALMA L AVENA	MARK FARHOOD	JUYING LIU	JAYME REYNOLDS
CHAITTEE BALGOBIN	SUSANA FIALLOS	BLANCA LOPEZ	ELAINE RIGONI
DIANA BALTAZAR	JUAN CARLO FIGUEROA	MARILYN LOPEZ	EDGAR RIOS
ARNOLD BANARES	DANIELLE FISHER	CATHI LUONG	LINDA RIOS
NABIHAH BASRAI	MARIA FLORES	DAWN MAI	ANA RIVERA
STEVEN MAR BECKETT JR.	AMERICA FORD	VERONICA MANJARREZ	JUAN RIVERA
JOHN BERCHIELLI	AIDA FOX	FREDIE MARAMIS	ERENDIRA ROBINSON
JUANITA BRAUNWALDER	OFA FUSITUA	GLORIA MARISCAL	SAFIYA ROBINSON
MARIA ELI BROOKS	MARTHA GALINDA	ANGELICA MARQUEZ	ROSIE ROBLES
ERIN BRUNER	CLARA GALINDO	JULIO MARROQUIN	ADRIANA RODRIGUEZ
DEBBIE BURDEN	PATRICIA GALINDO	SEAN MARSHALL	ANA RODRIGUEZ
CHARLES CALAUNAN	AMBER GAMBRALL	ANGELA MARTEL	MARIESALA ROJAS
ROCIO CALDERON	JAZMIN GARCIA	LIZET MARTINEZ	ROBERTO ROJAS
EVELYN CALLAS	RICHARD GARCIA	MIRIAN MARTINEZ	JULIANA ROSALES
CARLOS CAM	YVETTE GARCIA	JOANNE MCCLAIN	ARISBETH ROSILES
TAYLOR CAMARENA	MARITZA GARDUNO	NADIA MCCOY	CORA ROSS
DALIA CANCHE	RAMON GAYTAN	KELLY MCGRATH	MARIA SABOGAL
PAUL CANDELARIA	GUILLERMO GIULIANI	RAYMOND MEJIA JR.	VANESSA SAHAGUN
PRISCILLA CAPISTRANO	LINDA GLADNEY	FRANCISCA MENA	LILLIAN SANCHEZ
MARIA CARDIEL	CHRIS GODINEZ	CANDICE MENDOZA	RICARDO SANCHEZ
MARIA CARMONA	ANTHONY GONZALES	EMMA MOCTEZUMA	YOLANDA SANCHEZ
MIGUEL ANG CASTRO	CYNTHIA GONZALES	VERONICA MOLINA	ROSALIE SANDOVAL
CHARISSE CATAMBAY	CHRISelda GONZALEZ	MAYRA MONLINA	CARLOS SANTOYO
GERARDO CAZARES	GERARDO GONZALEZ	ROSIE MONTANEZ	MELISSA SAUNDERS
LILIANNA CERVANTES	YAZMIN GONZALEZ	AMY MORALES	EMILY SCHOLL
DAOLAN CHENG	CENIA GUTIERREZ	CINTHIA MORENO	LYUDMILA SEMERYUK
SIMON CHEW	MARIA GUTIERREZ	ANGEL MORRIS	NANCY SERVIN
TASHAWNA COLEMAN	LUPE GUZMAN	ANA MOYA MORENO	SUSIE SHAPIRO
ANNA COLIN	TIFFANY HAUAU	JANET MULVIHILL	HANNA SHELLEY
CHRISTINA CONTRERAS	CLAUDIA HERNANDEZ	DARIUS MUÑOZ	CORAZON SIMPAO-GRIPP
GUADALUPE CORTEZ	JESSICA HERNANDEZ	IVETT NAVARRO	MARIA ANA SOLIS
VERONICA CRUZ	MARICRUZ HERNANDEZ	ANDREA ORTIZ	DAISY SOTO
CLAUDIA CURIEL	OLIVIA HERNANDEZ	MARIA ORTIZ	HILLARY STANTON
JACQUELINE CURIEL	ROSI HERNANDEZ	MAYRA ORTIZ	BRIAN STARKEY
SERENA CYR	STEVE HESTERMAN	SHANNON ORTIZ	HENRY STRONG
SUSAN DANA	DAMARIS HIGUERA	CHRISTY PAGE	DARREN SUGIYAMA
KAREN DARRY	KATHY HORGAN	JESSICA PALMERIN	KATALINA TAIPALETI
	PALMIDA IBARRA	MICHELLE PAN	SYLVIA TAQI-EDDIN

Welcome New & Returning CAAs! (Continued from p. 7)

TAMMY L THOMAS
ALETATONSALL
ANGIE TORRES
FABIOLA TORRES
WENDY TORRES
DAT TRAN
DAISY VALENCIA
ELIZABETH VALENZUELA
LAURA VALERIANO
LAURA VAN HEULA
ALEX VARGAS
LIANA VASQUEZ

SONYA VASQUEZ
STEPHANIE VASQUEZ
JESUS VELA
BIBIANA VERDUZCO
GRISELDA VERTREES
JUDY VIA
CONSUELA VICTORIA
LETICIA VILLARREAL
CHI VUONG
CINDY WALTON
ANTONIA WARREN
LETICIA WATTS

CAROL WESLEY
BONNIE WESTLAKE
JEROMY WHITE
DEBBIE WILLIAMS
LESLIE WILLIAMS
CHRISTINE YEE
MICHELLE YEO
MARIAH ZAMORA
MARQUEZ
YAO ZHAO
JIMMY ZHOU